

## All Issues View

The screenshot displays the Siebel 'All Issues View' interface. The top section shows a table of all issues with columns for Issue #, Issue Category, Issue Sub Category, Issue Summary, and Status. The bottom section shows a detailed form for a selected issue, including fields for Issue #, Category, Sub Category, Summary, and various status and ownership fields.

Issue #	Issue Category	Issue Sub Category	Issue Summary	Status
1-9WE	Deferment	Economic Hardship	Summary	Closed
1-FQP	Quality of Education	Cust. Didn't Get Job Trained F	The cust complains	Closed
1-M05	Bankruptcy	Cust. Believes Loans Discharge		Closed
1-03N	Credit Report	Un Shows Debt On Credit Rpt	This is a test.	Open
1-0PI	Balance Dispute	Disputes Late Charges	Test	Open
1-114Y	Discharge Denied	None	Customer has not produced a copy	Closed
1-11YP	Closed School	None		Closed
1-128T	Collection Practices	Cust. Wants CA To Stop Call Wk		Closed
1-137G	Discharge Denied	None	Customer has not produced a copy	Open
1-15R3	Account Balance	None		Closed
1-1529	Account Balance	None		Open

**Issue Details:**

Issue #: 1-9WE  
 Category: Deferment  
 Sub Category: Economic Hardship  
 Summary: Summary

**Issue Status and Ownership:**

Intake: MRODRIGUEZ  
 Ombudsman: SKING  
 Status: Closed  
 Date Received: 8/1/00 5:01:00 PM  
 Sub-Status: Not a Problem  
 Date Closed: 8/2/00 5:02:00 PM

**Close Notes:** This is a test

### View Description:

This view's primary purpose is to allow quick searches for specific Issues and to display full details for a particular issue while viewing a list of all issues. This view is not intended to be used to enter new issues. Issues entered through this view will not be associated to a particular case.

#### OCTS Issue List Applet: *top half of view*

The list applet allows the user to scroll through a list of all issues, or to select a subset of Issues to view by using the query feature.

For a detailed data mapping please refer to Appendix B-3

#### OCTS Issue Form Applet: *bottom half of view*

The form applet displays all pertinent Issue information for a given Issue in a single, scroll-free display. The data displayed is that of the active Issue in the list applet above (the selected Issue with the red arrow in left-most column).

For a detailed data mapping please refer to Appendix B-4